

San Mateo County Sheriff's Office

Jail Training Manual 2020

Corrections Division



NOTE:

The San Mateo County Sheriff's Office Jail Training Manual is a living document, which is subject to regular revisions and updates based on legislative changes, case law development, and identified best practices. The online version of this manual posted on the San Mateo County Sheriff's Office website will be reviewed at least annually to reflect revisions/updates from the previous year.

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Preface

To the Training Officers

This manual was designed to assist everyone involved in the Jail Training Officer (JTO) Program. It will provide the information needed to train newly assigned staff at the Maguire Correctional Facility in the job skills and knowledge needed to be successful and accomplish the job tasks associated with assignments here. The goal of the JTO Program is to provide newly assigned staff with a breadth of training that will enable them to function on their own as Sheriff's Deputies and Correctional Officers. Trainers are directly responsible for training those new officers and deputies who will become co-workers and backup to all personnel assigned in the Maguire Facility. This is a serious task and a serious responsibility. As with any important assignment, it has its liabilities and rewards; the embodiment of the labor of training is visible in the success of the daily operation of the facility. There are few jobs so rewarding and important as the one of assisting another individual to achieve their full potential.

JTOs must possess the skills, personality, knowledge, and experience to train others. JTOs are entrusted with the sometimes-arduous task of putting new trainees into the ranks of seasoned employees. This manual has been designed to assist in that task. It outlines the steps of the training program and the documentation needed to guide trainees into graduating from the program.

After the manual has been completed with trainees, they should be ready to take over full-time roles within the facility. There may be trainees who are not up to the challenges of this profession, and JTOs are expected to identify those individuals by documenting their deficiencies and reporting their findings to the appropriate JTO Sergeant for action. While our goal is the success of every trainee, that may not always be possible.

It is our goal to make everyone's job as easy as possible while keeping adequate records of the progress of all trainees to ensure that they have received proper, adequate, and consistent training.

To the Trainees

Congratulations on your appointment to the San Mateo County Sheriff's Office!

The selection process for the position you have filled has been competitive. After very careful consideration, we have come to the conclusion that you possess the skills and character traits that we look for when hiring deputies and correctional officers for our Office. You should take great pride in your appointment, and we welcome you to our organization.

The Sheriff's Office is committed to serving our communities in the most effective manner possible. In order to accomplish this, we have set high standards of both ethics and performance. By holding to the conduct standards set forth in the Law Enforcement Code of Ethics, we build and maintain public trust, enhance the image of our profession, and commit ourselves to critical values. Additionally, the Sheriff's Office Mission Statement forms a foundation for our performance standards. Together, these two documents comprise the backbone of the Sheriff's Office, and adherence to them is critical to our continued success.

During the next few months, you will undergo training that is designed to prepare you to become a solo correctional officer or deputy in the jail environment. Our training program is demanding, and you will have to be committed in order to be successful. You have our assurance that the Sheriff's Office will do all that it can to help you succeed, and this Jail Training Manual is one such tool toward that end.

We look forward to helping you begin your career with the San Mateo County Sheriff's Office.

Carlos G. Bolanos

Carlos Bolanos, Sheriff

Code of Ethics

As a Law Enforcement Officer, my fundamental duty is to serve humanity; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional right of all people to liberty, equality and justice.

I will keep my private life unsullied as an example to all and will behave in a manner which brings credit to myself and my agency. I will maintain courageous calm in face of danger, scorn or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the law and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal bias, prejudices, political beliefs, animosities, aspirations, or friendships to influence my decisions. I will always remember my shared humanity and will cultivate an attitude of compassion, respect, and empathy toward all peoples.

With no compromise for crime and with relentless prosecution of criminals, I will enforce the laws courteously and appropriately without fear of favor, malice or ill will, never employing unnecessary force or violence, and never accepting gratuities. I will never engage in acts of bribery nor will I condone such acts by others. I will cooperate with all legally constituted agencies and their representatives in the pursuit of justice and the maintenance of integrity in law enforcement.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held only so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before all I hold sacred to my chosen profession...Law Enforcement.

Mission and Vision Statements

Sheriff's Office Mission Statement

The San Mateo County Sheriff's Office is dedicated to protecting lives and property and is committed to providing the highest level of professional law enforcement and correctional services. We pledge to promote public trust through fair and impartial policing and will treat all persons with dignity, compassion and respect.

COMMITMENT: We are committed to protecting life and property and preserving the public peace by acting professionally, with integrity, and without prejudice, even in the most challenging circumstances, when no one is watching, and on and off duty. We hold others accountable to the same standards and challenge any inappropriate behavior.

INTEGRITY: We are committed to ethics, equity and excellence. We understand that making a difference in the quality of life is an opportunity that policing and correctional services provides. We provide excellent service by respecting and upholding the rights and freedoms of all people in all our interactions, free from bias or stereotype, seeking to understand and help others by making a difference.

COMPASSION: We understand that sometimes we interact with the community during their most trying times. We are committed to treating all people with compassion, empathy, and respect; going the extra mile to ensure others feel safe, supported, included, engaged and valued; standing up for those who cannot stand up for themselves; and valuing others' life experiences.

INNOVATION: We promote an environment that encourages continuous improvement and innovation. We strive to be leaders in modern policing, acting on input and feedback from our communities and colleagues; constantly implementing best practices; and exploring alternative solutions to current issues.

Corrections Division Mission Statement

The San Mateo County Sheriff's Office Corrections Division works collaboratively within the judicial system and the community to provide safe and secure adult correctional facilities that protect the public safety and promote positive inmate program services in order to reduce recidivism and improve the quality of life of those we serve.

Corrections Division Vision Statement

We are committed to fostering a work environment that ensures employee's safety, provides appropriate training, and allows for meaningful and rewarding career development.

Inmates will be incarcerated in a manner that provides for their medical, nutritional, hygienic, legal, and spiritual needs in accordance with state law and county ordinances. Program services will be provided to prepare inmates for successful reintegration into the community upon their release.

Our correctional facilities will maintain a positive public safety presence in the neighborhoods and operate in an efficient manner that maximizes resources for those we serve. They will be model facilities that are environmentally sensitive, socially responsible and fiscally accountable.

Program Overview

The JTO Program is designed to be approximately fourteen (14) weeks of on-the-job formal training for entry level employees, Correctional Officers and Deputy Sheriffs, twelve (12) weeks for lateral Deputy Sheriffs, and three (3) weeks of orientation for Reserve Deputy Sheriffs. The program has been divided into one week of Sheriff's Office orientation and a series of training phrases. Each phase is designed to assist the trainee in learning the skills required to be a Deputy Sheriff, Correctional Officer, or Reserve Deputy Sheriff assigned to the jail. The JTO may recommend that training time be extended for the trainee at any point of the training program because of demonstrated deficiency. Whenever possible, the trainee will be assigned to a different JTO for each phase of the program. Trainees may be assigned to the day and night shift teams as scheduling allows.

Each trainee and JTO will work in selected areas of the facility based on a set schedule for each phase. The following charts identify the training areas and planned length of time in each phase, based on the trainee's designation:

ENTRY LEVEL CORRECTIONS OFFICER / DEPUTY SHERIFF		
Intake	120 Hours	3 Weeks
Intake Pod	84 Hours	2 Weeks
Classification & Releases (Overviews)	12 Hours	1 Day
General Housing Units 4 th Floor / 5 th Floor Old Maguire Medical	84 Hours	2 Weeks
Administrative Segregation Pods 3-West Max 3-East Ad-Seg CHOICES/Special Custody	84 Hours	2 Weeks
Security Rover	48 Hours	1 Week
Central Control (Overview)	84 Hours	2 Weeks
Opposite Shift Exposure (½ Intake, ½ Rover)	84 Hours	2 Weeks
Program Total	600 Hours	14 Weeks

LATERAL DEPUTY SHERIFF		
Intake	84 Hours	2 Weeks
Intake Pod	84 Hours	2 Weeks
Classification & Releases (Overviews)	12 Hours	1 Day
General Housing Units 4 th Floor / 5 th Floor	48 Hours	1 Week
Old Maguire Housing Units	12 Hours	
Administrative Segregation Pods 3-West Max 3-East Ad-Seg	84 Hours	2 Weeks
Choices / Special Custody Pods 6-East / 6-West	24 Hours	2 Days
Security Rover	84 Hours	2 Weeks
Central Control (Overview)	48 Hours	1 Week
Program Total	480 Hours	12 Weeks

RESERVE DEPUTY SHERIFF		
Intake	36 Hours	1 Week
General Housing Units	36 Hours	1 Week
Security Rover	36 Hours	1 Week
Program Total	108 Hours	3 Weeks

Due to scheduling considerations and availability of JTOs, the phases/training areas may be completed in different orders than those listed above. The length of time in each phase may also be adjusted as needed. Training in Central Control, Classification, and Releases are done as overviews, and the trainee should gain enough knowledge and skill to assist in these locations if needed. Additional training will be provided at the team level if the trainee is selected to work in one of these locations.

General Information

Training Methodology

Beginning the first day of the JTO Program, trainees should perform as many tasks as they are capable of performing. The Performance Objectives outlined in this manual provide a basis for all training. Trainees are expected to perform more varied and complex tasks as they gain more experience throughout the training program.

The transfer of duties from the JTO to the trainee will vary from task to task and individual to individual, dependent upon the trainee's ability to perform the tasks. The JTO will use the following training sequence when teaching a specific task:

1. The JTO will demonstrate each task, explaining how and why the task is performed.
2. The trainee will perform the task with the JTO's assistance, as the trainee explains why the task is done.
3. The trainee will perform the task without the JTO's assistance.

Each JTO is responsible for the conduct and actions taken by each trainee. If, at any time, the JTO feels the trainee presents a significant and uncorrectable threat to the safety of staff, inmates or the facility, the JTO Sergeant, if available, or the on-duty Sergeant will be notified immediately by the JTO. The trainee will be re-assigned to a non-inmate post until the JTO Sergeant and the JTO Lieutenant can review the situation.

Daily Evaluations

Written evaluations will be completed for every day of training. The JTO will make every attempt to complete the Daily Observation Reports (DORs) prior to the end of shift. These evaluation forms provide trainees an opportunity to receive feedback in their performance. The trainee will know what their strong performance areas were each day and will become aware of areas where improvement is needed. The evaluation will also document any remedial training done or needing to be done.

After discussion between the JTO and the trainee, both will sign the DOR. Trainees may make comments on the form regarding the training they have received, including concerning the JTO Program or the JTO. Trainees are encouraged to make a copy of the DOR for their records. The DOR will then be forwarded to the JTO Sergeant to be included in the trainee's file.

Performance Objectives

Each phase of the JTO Program has lists of performance objectives the JTO utilizes to ensure that each trainee receives training in and successfully masters specific tasks, knowledge, skills, abilities and behaviors. Additional list(s) of performance objectives that apply globally to the facility throughout the training program will also be utilized. These performance objectives ensure that every trainee receives the same basic training in each phase of the program, but trainees should be involved in as many learning experiences as possible. The JTO will explain and/or demonstrate each objective, and the trainee will be asked to explain and/or perform each objective satisfactorily at a later time, preferably in a real-life situation. The JTO and the trainee will date and sign/initial after each objective has been both instructed/demonstrated and applied/explained. At the end of each phase, the completed performance objective checklists will be forwarded to the JTO Sergeant to be included in the trainee's file.

Policies and Procedures

Throughout the JTO Program, trainees will be required to read and understand assigned chapters of the Detention Division Policy and Procedure Manual and the Sheriff's Office General Orders. Trainees will then sign and date the appropriate Checklists indicating that they have read and understood each Policy or General Order. These checklists will be forwarded to the JTO Sergeant to be included in the trainee's file.

Report Writing

Report writing scenarios may be given throughout the phases of the JTO Program. These scenarios are intended to help to develop the trainee's report writing skills. Trainees will also be expected to write actual reports based on incidents within the facility. All reports written by a trainee will be listed on a Report Log, identifying the date and type of report written. At the conclusion of the Training Program, the Report Log will be forwarded to the JTO Sergeant to be included in the trainee's file.

End of Phase Reports

At the end of each training phase, the JTO will complete an End of Phase Report and recommended that the trainee either be advanced to the next phase or receive an extension of training. The JTO will discuss the End of Phase Report with the trainee, and then both the JTO and the trainee will sign the form. The End of Phase Report will be forwarded to the JTO Sergeant to be included in the trainee's file.

Training Schedule

During each phase of the JTO Program, trainees will be assigned to work in various locations that are consistent with the training schedule, so that the trainees will receive adequate training in each area of the facility. The JTO Sergeant will work closely with the team scheduling Sergeant to ensure that the training schedule is adhered to and the trainee's needs are met. There may be circumstances where some deviation from the training schedule is necessary. In an emergency, or if the assigned JTO is not available to work with the trainee, the trainee may be assigned to another JTO to avoid a disruption in the training schedule.

Trainee Evaluation of Trainer

At the end of the training program, trainees will be required to complete an evaluation of their JTOs and provide it to the JTO Sergeant. The purpose of the evaluation is to provide feedback to the JTO on their performance so they can improve their style or techniques with future trainees. The trainee should be completely candid when completing their evaluation of the JTO. A Level-1 Assessment form will be used for this purpose and can be found in Appendix B of this manual. Each trainee will forward the completed evaluation form to the JTO Sergeant to be used to evaluate both program and individual effectiveness.

Exit Interview

At the conclusion of the JTO Program, trainees may be requested to participate in an exit interview with the JTO Sergeant and Lieutenant. The intention of the exit interview is to gain feedback encompassing both the program as a process and the trainers as a team. In addition, each trainee upon completing a phase of training will be provided with a Jail Training Officer (JTO) Program Critique form. Each trainee will complete the form assessing the training program, and will forward the completed program critique

form to the JTO Lieutenant, via the JTO Sergeant, to be used to evaluate both program and individual JTO effectiveness. The Jail Training Officer (JTO) Program Critique form can be found in Appendix A of this manual.

Training File

The JTO Sergeant will keep an active training file for each assigned trainee. This file will include all DORs, End of Phase Reports, completed Performance Objective checklists, Report Log(s), report writing scenario assignments, and any other related documents. At the conclusion of the Training Program for each trainee, the training file will be forwarded to the Sheriff's Office Training Unit and kept with the employee's training file.

Training Goals and Objectives

The training goals of the JTO Program include the sustenance of excellence through efficiency in Corrections. Our efficiency in training includes delivery of professional standards of training, record keeping, maintaining and archiving all training records, and achieving a compliance distinction with the Standards and Training for Corrections (STC) Program, operated by the State of California, Corrections Standards Authority.

The training objectives in support of the JTO Program Goals are:

1. To train staff to be professional and proficient in every post assignment
2. To train staff to control and direct inmates in a direct supervision setting
3. To train staff to use their interpersonal communication skills
4. To promote team spirit, cooperation and positive attitudes among co-workers
5. To provide continual evaluation of the trainee's performance under actual working conditions, identifying strengths and weaknesses in performance
6. To provide remedial training to correct performance deficiencies
7. To closely monitor the trainee's performance, providing feedback to the individual and input to supervisory staff
8. To provide new personnel with a basic working knowledge and understanding of Correction's Division Policy and Procedure Manual, Title 15, and the Penal Code
9. To train personnel to control, direct, and safely handle inmates that pose a threat to themselves, other inmates, staff, and/or the facility
10. To provide training and evaluations of staff who are returning from extended leaves or transferring from another facility

Training Challenges

JTOs may recommend that training time be extended for a trainee at any point in a given phase of the training program due to a demonstrated deficiency. Extensions may be up to four (4) weeks in duration during the program for the following reasons:

1. There is (are) specific, identifiable problem(s), usually involving deficiencies in the critical skill areas
2. During the previous weeks of training, the trainee has shown some progress in the problem area(s), yet is still below acceptable standards that would enable the success of the trainee to complete the phase
3. There is reason to believe that a remedial training plan would correct the problem(s) during an extension of the training phase

Performance Improvement Plan

The JTO Sergeant will assign the trainee who has been granted an extension to a JTO. The JTO assigned may or may not have worked previously with the trainee. In most cases, the JTO Sergeant and the JTO will develop a Performance Improvement Plan (PIP) that will outline the trainee's deficiencies. The JTO will work with the trainee on the areas outlined in the PIP.

In preparing a PIP, the JTO Sergeant will look at the trainee's previous assignments and evaluations before assigning a JTO. The written PIP will contain the following elements:

- Identification of the deficiency(-ies) – Be specific
- Identify a solution for the deficiency(-ies)
- Chart out a course of action to address the deficiency(-ies)
- State specific objective(s) that should be reached if the trainee is to successfully complete the PIP

Extension Reporting

An in-depth report that addresses the trainee's success or failure in the area that the trainee requires additional training, as defined in the PIP, will be completed by the JTO at the end of the extension period. This report will be completed in addition to the daily evaluations completed by the JTO. The JTO will also focus on applicable critical skills (listed alphabetically):

- Behavior Evaluation
- Command Presence
- Appropriate Judgment
- Initiative
- Observations Skills
- Officer Safety
- Self Confidence

If the trainee successfully completes the extension of the training phase, they will be assigned to the next phase or to their permanent team. If the trainee is unable to perform at an acceptable level after the extension of training, the JTO Lieutenant and the JTO Sergeant will prepare a written recommendation for the subsequent course of action. The recommendation will be forwarded through the chain of command. All supporting documentation (Daily Evaluations, the PIP, and any written material or reports completed or compiled during the entire training program) need be attached to the recommendation.

Program Management

The primary responsibility for the oversight and management of the JTO Program rests with the JTO Lieutenant. The duties of the JTO Lieutenant are as follows:

1. Continually monitor and make improvements in the JTO Program using feedback and suggestions from the JTO's, the JTO Sergeant, and trainees
2. Arrange for on-going training and assistance to the JTO Sergeant and JTOs
3. Arrange regular meetings, conferences, or communications with the JTO Sergeants to discuss individual trainees, problems, and/or to create solutions and present improvements to the program
4. Coordinate and attend meetings with the JTOs and the JTO Sergeant to discuss their concerns for training and improvement of the training program
5. Solicit input from other Lieutenants regarding the improvement of the training program
6. Make recommendations to the Captain on removal or retention of trainees

Program Supervision

The primary responsibility for day-to-day supervision of the JTO Program rests with the Team JTO Sergeants. It is the JTO Sergeants' responsibility to ensure that every trainee completes the JTO Program fully trained and meeting the standards of the Sheriff's Office. To accomplish this, the JTO Sergeants must:

1. Ensure the JTOs are fully and properly trained, that they are aware of their positions as role models and that they remain effective trainers
2. Be available to answer any JTO concerns
3. Ensure proper and complete Daily Evaluations and End of Phase reports are submitted in a timely fashion by the JTOs
4. Maintain the open lines of communication with the team scheduling Sergeants, so that each trainee is assigned to the positions outlined in the training schedule
5. Solicit input from each team Sergeant regarding improvement of the JTO Program and the performance of the JTOs and trainees
6. Make recommendations to the JTO Lieutenant concerning phase extensions and removal or retention of trainees
7. Schedule interviews with trainees who are not performing at a satisfactory level(s)
8. Once each trainee has successfully completed the JTO Program, provide the appropriate team Sergeant with a copy of the trainee's final End of Phase report to aid in completing the trainee's 6-month performance evaluation
9. Discuss each trainee's evaluation of their JTOs, discussing both successes and areas where improvement may be needed

Jail Training Officers

The primary responsibility of each JTO is to train new staff to be professional and proficient in their duties. To accomplish this, JTOs must:

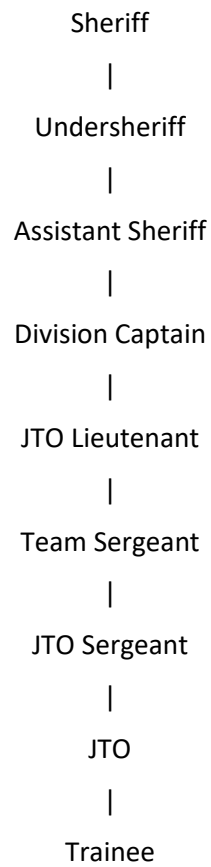
1. Enforce policies and procedures, post orders, and Title 15 requirements
2. Follow the training and evaluation process outlined in this manual
3. Act as an observer, writing Daily Evaluations, completing Performance Objective Checklists, End of Phase reports and submitting other documentation as required, all in a timely manner
4. Provide honest, impartial ratings of the trainee's performance based on the standard evaluations guidelines contained within this manual
5. Share information about successful and unsuccessful training experiences with other JTOs only to assist in increasing their effectiveness as trainers
6. Provide on-going instruction utilizing innovation and practical techniques
7. Be available to answer trainees' questions and guide them through the learning process
8. Maintain the integrity and professionalism of personnel and the Sheriff's Office by setting an example in conduct and interactions with other staff, other agencies and the general public
9. Keep the JTO Sergeant fully informed on the progress of each trainee
10. Inform the JTO Sergeant immediately when any trainee is performing below accepted standards

Trainees

The primary responsibility of each trainee is to complete the training program successfully. To accomplish this, trainees must:

1. Follow the instructions given by each JTO
2. Ask questions and take initiative to perform all duties as instructed or demonstrated by JTOs
3. Read and understand the Corrections Division Policy and Procedure Manual, Title 15, the Penal Code, and any other additional information provided by JTOs
4. Demonstrate knowledge, skills and abilities learned
5. Accept performance criticism in a positive manner to improve performance and enhance the learning process
6. Read and understand the standard evaluation guidelines as required for success in the JTO Program
7. Actively solicit performance feedback to improve and succeed in the JTO Program

Chain of Command



Daily Evaluations

The Daily Observation Report (DOR) must be completed on trainees for each day that the trainee is in the JTO Program. The JTO will make every effort to complete the form prior to the end of each shift, but no later than two working days after the shift. The DOR has been designed to provide the trainee with valuable feedback on their performance. The trainee is rated based upon the Standard Evaluation Guidelines presented in this manual. Trainees will receive numerical ratings on the scale as follows:

NRT	Not Responding to Training
1	Unacceptable
2	Significantly Below Standard / Needs Significant Improvement
3	Below Standard / Needs Improvement
4	Standard
5	Above Standard
6	Significantly Above Standard
7	Outstanding
NO	Not Observed

In the narrative section of the DOR, the JTO will make comments on the trainee's performance, describing the trainee's strong points, areas where he/she may need to improve, and a description of any remedial training that occurred or needs to occur.

The comments sections of the Daily Evaluation Form are critical to provide each trainee with accurate feedback on their performance. It is vital that all areas of concern regarding a trainee's performance are addressed clearly and in a factual, forthright manner. It is just as important to use this section of the form to provide the trainee with positive comments about their performance, as doing so will encourage trainees to continue with desired and appreciated behaviors. Information presented in the comments section should be specific in addressing behaviors that are both desirable and undesirable.

JTOs are expected to make notes throughout the day concerning the trainee's actions and use those notes to complete the comments sections of the form. Trainers should avoid using general terms when describing trainees' actions, because trainees cannot learn much from non-specific comments. The use of specific information best sets the stage to describe the circumstances surrounding any event; use quantification, e.g. how long it would take for the average Deputy Sheriff/Correctional Officer to complete a report, when possible. Finally, record only facts; avoid conclusions.

It is critically important to avoid rating errors. Common mistakes that can be made by JTOs when rating their trainees include:

- ***“They need to have room to improve”*** – If a trainee exceeds standards as defined in the Standard Evaluation Guidelines, the trainee should receive the rating of exceeds standards. It is not significant whether it is the trainee's first or last day in the program.
- ***Motivational Errors*** – This is when the JTO gives the trainee a better score than supported by their behavior in the hope that positive feedback will increase motivation. This usually proves to be an untrue perception and trainees learn that they can achieve success with less effort.
- ***Credit for Effort*** – Effort alone does not mean the trainee was successful in mastering a specific task. The “A for effort” perspective has no application when the JTO is trying to provide an accurate behavioral rating for a trainee.
- ***Introducing Variables*** – Circumstances that do not involve actual job performance should not be taken into account when rating the trainee. Variables such as time in the JTO Program, experience (either lack thereof or previous experience), gender, personal hardships, or any previous or current relationship with the trainee (either positive or negative) should collectively and individually not be taken into account in the training/rating process.

In any category where a trainee receives a rating of “1” or “2,” the JTO should document why the rating was given and what the trainee did specifically to deserve that rating. The same is true for ratings of “6” or “7.” In the first several weeks in the JTO Program, it is expected that trainees may receive ratings of “3 – Below Standards / Needs Improvement”. As trainees become more familiar with their job duties, their ratings should improve.

Performance Objectives

Officer Safety

Training Objectives

The trainee will utilize good officer safety skills to include: positioning themselves in the best possible position to hear and see inmates by using distance, proper stance, and by looking directly at the inmate; conducting thorough searches of both inmates and inmate occupied areas; being alert at all times to the activities that are going on around them and to possible dangerous situations; and using equipment available to assist with officer safety issues.

Unacceptable Level

Does not make rounds without being reminded; remains at the officers' stations for extended periods of time; walks in front of or does not leave adequate distance between self and inmates; places staff in unsafe situations because of inattention; is lax in conducting searches of inmate areas; leaves one handcuff dangling when cuffing or un-cuffing inmates; does not pay attention to inmate behaviors, thereby missing potentially dangerous situations

Standard Level

Understands the principles of good officer safety and applies them; maintains a position of advantage when dealing with inmates; is only at the officers' station when it is necessary, otherwise is making rounds and interacting with inmates; conducts thorough searches of inmates and inmate occupied areas; is aware of potentially dangerous situations and responds accordingly

Outstanding Level

Regularly applies the best principles of officer safety; keeps current in changes and updates of techniques; always maintains a position of advantage and is alert to changing conditions that may create new hazards; plans a course of action in situations that maximize the position of advantage and minimize potential danger; conducts searches in a thorough and professional manner without creating conflicts or delays; is constantly aware of his/her surroundings

Post Assignments

Training Objectives

The trainee will have the knowledge of and the ability to handle all assignments and duties as outlined in the Post Orders for each facility post. The trainee will be able to assume responsibility for all post duties and fulfill those duties in a proficient and professional manner.

Unacceptable Level

Is not familiar with the Post Orders and does not attempt to become familiar with them; does not inspect the pod for security, cleanliness, maintenance problems, or safety hazards; does not appropriately record pod activities and information in the activity log; spends time on personal business or activities; does not explain pod rules or provide required orientation to new inmates; does not request briefing when coming on shift or assuming the post; does not brief on-coming shift members or relief staff when leaving the pod; allows the pod to become too noisy and has too many activities occurring at one time; does not prioritize assignments or permits unnecessary, unscheduled activities; does not pick up or deliver mail as required; is unable to handle the pod without constant supervision; makes inappropriate or ineffective decisions; does not address problems brought to his/her attention by inmates; fails to notify the team Sergeant of unusual situations; does not maintain and update the tank roster or update CJIS when inmates enter or leave the pod

Standard Level

Reviews Post Orders at the beginning of each shift; inspects the pod for cleanliness, maintenance problems, and safety hazards when assuming the post; appropriately records pod activities and information in the activity log; does not spend time on personal business; explains pod rules and provides required orientation to new inmates; requests briefing when coming on shift or assuming the post; briefs on-coming team or relief officer when leaving the pod; maintains quiet in the pod and does not allow too many activities to occur at one time; prioritizes his/her assignments or unscheduled activities; picks up or delivers mail as required; is able to handle the pod without constant supervision; makes appropriate and effective decisions; addresses problems brought to his/her attention by inmates; notifies the team

Sergeant of unusual situations; maintains and updates the pod roster and updates CJIS when inmates enter or leave the pod

Outstanding Level

Solves problems, including the unusual ones, by making effective decisions without assistance from the JTO or team Sergeant; is able to foresee problems and makes decisions in advance; works closely with the team Sergeant on resolving problems relative to the overall function of the shift and the facility; has the ability and willingness to assume responsibility in the JTOs absence; has outstanding knowledge of the Post Orders for each facility post; requires little, if any, supervising; offers new inmates a complete and thorough orientation to rules and procedures; updates the pod roster to ensure correct counts at all times

Knowledge of Facility

Training Objectives

The trainee will have a working knowledge of the facility layout. The trainee will also have the ability to identify types of locks and keys, and will know when to appropriately use keys as opposed to opening doors electronically. The trainee will have the ability to use the control panels in each pod.

Unacceptable Level

Does not utilize and/or know important locations within the facility, i.e. holding cells, safety cells, special housing areas, etc.; cannot remember specific information and problems areas in each location; makes little or no effort to improve knowledge; lacks knowledge of keys, locks, and alarm systems; cannot operate control panels; cannot remember keys

Standard Level

Knows the locations of all important areas in the facility and has a good working knowledge of their use and problems areas; understands and can use the control panels efficiently; knows all of the functions on the control panels; is familiar with lock systems and appropriate key use

Outstanding Level

Knows all areas of the facility; can move from point to point in the shortest possible time; maintains excellent working knowledge and comprehension of all systems, locks, and alarms; can thoroughly explain and demonstrate all functions on the control panels; has a thorough knowledge of all keys and where they are used

Emergency Procedures and Plans

Training Objectives

The trainee will be able to respond to any emergency situation with a working knowledge of emergency procedures as set forth in policy and procedure.

Unacceptable Level

Does not know primary and secondary evacuation routes in all areas of the facility; does not know his/her role in responding to an emergency situation; cannot put on and use the Self-Contained Breathing Apparatus (SCBA); does not know the difference between what is an actual emergency and what is not, e.g. medical emergencies

Standard Level

Knows the primary and secondary evacuation routes for all areas of the facility; knows his/her role in responding to an emergency situation; is able to put on an SCBA in less than one minute; is able to determine actual emergency situations and call for response

Outstanding Level

Has a thorough knowledge of all emergency procedures and can initiate procedures without hesitation or guidelines; has demonstrated his/her knowledge in actual emergency situations; has the ability to put on an SCBA in less than 30 seconds

Knowledge of Policy and Procedure

Training Objectives

The trainee will have knowledge of and the ability to apply Detention Policies and Procedures.

Unacceptable Level

Lacks significant knowledge or violates policy and procedure; is not aware of revisions in policy and procedure and/or does not review updates and changes

Standard Level

Has a working knowledge of and observes policy and procedure; reviews updates and changes to policies when notified

Outstanding Level

Thoroughly knows and observes policy and procedure; is aware and knowledgeable of all policies and revisions

Ability to Communicate (Verbally)

Training Objectives

The trainee will have the ability to control and direct inmates without confusion. The trainee will have the ability to handle potentially volatile situations using communications. Each trainee will be able to express ideas and directions in clear, concise language. The trainee will have the ability to communicate with inmates of different backgrounds and intelligence. The trainee will be able to initiate conversation with inmates.

Unacceptable Level

Lacks ability to communicate effectively to gain compliance; is unable to control or direct inmates without creating a conflict; is unable to express thoughts clearly and concisely; is easily affected or angered by comments from inmates; counsels inmates in front of other inmates or does not counsel inmates at all; uses unnecessary or inappropriate language

Standard Level

Speaks with authority in a clear, calm voice; controls and directs inmates with a minimal amount of friction; does not take comments from inmates personally; counsels inmates in private; uses proper language; organizes thoughts and is able to communicate ideas; is able to be understood by inmates of different backgrounds; is able to elicit necessary information; is able to control potentially volatile situations and gain compliance with good communication skills

Outstanding Level

Is able to maintain complete control using voice tone and word selection; readily restores order in volatile situations using voice control; is able to make even the most complicated ideas understandable to all

Ability to Communicate (Listening)

Training Objectives

The trainee will be able to listen, hear and understand what inmates are saying to him/her. The trainee will be able to listen to inmates, detect possible danger signals, and take appropriate action. The trainee will be aware of what is being said or other noises around him/her and be alert to potential dangers. The trainee will be able to use the four elements of active listening:

1. Suspend Judgment – Clear your mind of all biases you may have about the person’s appearance, behavior, etc.; take time to obtain vital information.
2. Pick Out Key Words/Sounds – Be aware of words or sounds that immediately get your attention; they may signal a potential problem.
3. Identify the Intensity – Be aware of the degree of feeling or emotions usually illustrated by voice or behavior; intensity can be high, medium or low.
4. Reflect the Mood – Mood is what the inmates are feeling or their state of mind; mood can be categorized as positive or negative.

Unacceptable Level

Shows little or no concern with the conversations of inmates; is unable to hear or accurately recall important verbal clues; is unable to identify the intensity or mood of the inmates; passes judgment before listening to the inmate; is unable to identify key words or phrases; demonstrates poor eye contact

Standard Level

Pays close attention to the conversations of inmates; waits until the inmate has stated the problem or concern before responding; is able to pick out important verbal clues through key words and phrases; maintains good eye contact

Outstanding Level

Allows inmates to express their feelings; can accurately determine the mood or intensity of individuals or groups of inmates and use that information to effectively prevent problems

Accuracy, Completeness and Uses of Routine Forms

Training Objectives

The trainee will have a working knowledge of all facility forms and their uses. The trainee will be able to recognize which forms are used to document various circumstances and complete the form accurately and completely.

Unacceptable Level

Unable to determine which form to use for various circumstances; does not fill out forms completely or accurately; fails to complete or submit required paperwork, i.e. Special Housing, Inmate Action, etc.

Standard Level

Is familiar with the uses of most forms; understands form uses and completes them accurately; routinely submits reports without reminder

Outstanding Level

Consistently completes all forms neatly and accurately; is able to complete detailed or complex forms with no assistance

Spelling and Grammar in Report Writing

Training Objectives

All reports completed by the trainee will contain proper grammar and be free from spelling errors.

Unacceptable Level

Submits reports containing numerous spelling errors and/or incorrect grammar; uses words incorrectly or out of context; uses poor sentence structure

Standard Level

Reports are grammatically correct, with complete sentences; there are seldom any misspelled words; appropriate sentence structure; words are used appropriately

Outstanding Level

Reports are very well written and understandable; reports contain no grammatical or spelling errors

Organization and Detail in Report Writing

Training Objectives

The trainee will complete reports with the important events and details of the incident presented in a concise and chronological order. The report will leave the reader with a clear picture of the incident.

Unacceptable Level

Events are not presented in chronological order; information given in the report is incomplete; unnecessary information is given in the report; important facts are left out or are unclear in the report

Standard Level

Reports are clear, concise, and written in logical sequence; all important information is included in the report

Outstanding Level

The report is a complete and detailed account of the incident; it is written and organized to enable the reader to have a thorough understanding of the incident

Time Used in Report Writing

Training Objectives

The trainee will be able to collect information and complete a report in an appropriate amount of time.

Unacceptable Level

Delays writing reports; spends excessive time either collecting information or actually writing the report; leaves other duties unattended while writing reports

Standard Level

Completes reports as soon as possible after the incident; collects information and writes the report in a reasonable amount of time

Outstanding Level

Collects information and writes a complete, error-free report in a minimal amount of time

Radio Use

Training Objectives

The trainee will have the ability to understand radio transmissions using the Ten Code. The trainee will be able to listen to and respond to radio traffic while performing other tasks. The trainee will have the ability to speak clearly into the radio so he/she is understood. The trainee will understand the appropriate and inappropriate uses of the radio.

Unacceptable Level

Inattentive to radio transmissions; unable to understand radio transmissions; does not transmit properly or clearly; does not answer radio traffic in a timely manner; misses radio transmissions intended for him/her; does not know or use the Ten Code; uses the radio for inappropriate traffic

Standard Level

Attentive to radio transmissions; understands radio transmissions; transmits properly and clearly when using the radio; answers radio traffic quickly; skilled in the use of the Ten Code; knows the appropriate and inappropriate uses for the radio

Outstanding Level

Understands and responds appropriately to all radio traffic; always monitors radio traffic and uses excellent radio procedures; employs professional demeanor on the radio; never uses the radio inappropriately; has excellent knowledge of the Ten Code

Inter-Facility Communications

Training Objectives

The trainee will have the ability to use intercom systems and telephones throughout the facility. The trainee will have the ability to use the paging system in the housing units.

Unacceptable Level

Reluctant to make announcements or address inmates using the pod paging system; is unfamiliar with or does not effectively use the telephone systems; improperly uses or does not use intercom systems when appropriate

Standard Level

Knows how and when to use the pod paging systems; effectively uses the telephone systems; properly and appropriately uses the intercom systems

Outstanding Level

Employs a very professional demeanor when using the pod paging systems and intercoms; does not hesitate to use paging systems and intercoms; uses all functions of the telephone systems efficiently and effectively

Written and Verbal Tests

Training Objectives

The trainee will have the ability to accurately answer verbal and/or written questions on a variety of material related to their job and roles within the facility. The trainee will be able to explain the reasoning behind each answer.

Unacceptable Level

Unable to correctly answer questions after receiving training or studying material; does not retain information; does not understand ideas or questions when they are presented

Standard Level

Accurately answers most questions; has a good understanding of the material that has been covered; is able to explain the concepts behind his/her answers

Outstanding Level

Answers all questions correctly; has an excellent understanding of the material that has been covered; is able to explain the concepts of why things are done, not just how they are done

Appearance, Uniform and Hygiene

Training Objectives

The trainee will know all grooming and uniform standards for the Corrections Division and apply those standards to their appearance.

Unacceptable Level

Uniform, shoes, and equipment are unkempt; brass is not polished; personal grooming standards are not followed; carries unauthorized equipment; fails to maintain and/or control assigned equipment; improperly uses equipment for other than its assigned purpose

Standard Level

Neat, clean uniform; shoes and leather shined; brass polished; hair is well groomed; wears only authorized equipment; maintains control of assigned equipment and uses it within policy; keeps assigned equipment in good condition

Outstanding Level

Uniform is clean, pressed and tailored; highly shined shoes and leather; brass highly polished; displays command presence and posture; maintains control of all assigned equipment within policy

Observation Abilities

Training Objectives

The trainee will be able to remain alert at all times and demonstrate the ability to identify suspicious activities and to understand and notice inmate behaviors. The trainee will routinely inspect the pods/housing units for safety, security and cleanliness. The trainee will observe and monitor inmate activity.

The trainee will demonstrate the four elements of observing:

1. Look Carefully – Look directly at persons or objects, focus attention to ensure that you actually see what is going on.
2. Make Assessments – Make assessments about mood and energy levels based on past experiences.
3. Normal or Abnormal – Decide if what you are seeing is normal or abnormal.
4. Problem or No Problem – Decide if what you are seeing is a problem or not a problem.

Unacceptable Level

Has tunnel vision; overlooks major problems while focusing on minor problems; is seldom alert to his/her surroundings; fails to observe inmate activity; fails to observe or recognize obvious rule violations, suspicious circumstances, and safety hazards, and makes little or no effort to improve; inattentive to inmate movements; ignores inmate disputes; not alert to signs of illness or injury to inmates

Standard Level

Is alert to his/her surroundings and sees the big picture; observes inmates while on rounds or doing counts; able to observe and recognize rule violations, suspicious activities, and safety hazards; intercedes in inmate disputes and watches for reoccurrence; alert to signs of illness or injury to inmates

Outstanding Level

Displays outstanding observation skills; remains alert at all times, noticing obvious, covert or suspicious activity; responds appropriately

Ability to Follow Instructions and Orders

Training Objectives

The trainee will have the ability to understand and carry out orders and instructions. The trainee will have the willingness to follow orders without question. The trainee must maintain a high degree of flexibility and exhibit teamwork.

Unacceptable Level

Challenges orders or instructions or is unable/unwilling to carry them out as given; frequently fails to complete assigned tasks after being provided with instructions; is inflexible; does not exhibit teamwork

Standard Level

Follows orders and completes tasks after being given instructions; respectfully carries out orders without delays or reminders; has the ability to retain information for future use; is flexible and works as a member of the team

Outstanding Level

Anticipates orders and carries them out without the need of assistance or reminders; recalls orders or instructions from prior situations and applies them to new situations; questions authority respectfully and only as a means to learn more about a given job; is flexible and an excellent team player

Self-Initiated Activity**Training Objectives**

Trainees will have the ability to recognize and investigate suspicious circumstances, criminal activities, and rule violations. The trainee will initiate housing unit and inmate searches. The trainee will form work crews to maintain facility cleanliness. The trainee will be proactive in managing post assignments.

Unacceptable Level

Does not pursue assigned tasks to a satisfactory conclusion or procrastinates in his/her duties which causes work for the next shift to complete; does not complete work in an acceptable manner; fails to perform assignments consistent with instructions; does not utilize unassigned time productively; does not initiate searches of inmates or the housing unit; is not aware or ignores activities that normally require attention; does not take action or follow up on incidents; rationalizes mistakes; is unwilling to initiate activity because he/she is afraid of making a mistake; hesitates to solve even the simplest problems; requires a great deal of supervision and constant instruction

Standard Level

Takes the initiative to monitor all activity in the housing unit; prioritizes and completes work so that all work is completed when the shift is over; recognizes and investigates suspicious circumstances; conducts searches at random; makes productive use of unassigned time; follows directions and instructions; accepts and completes assigned duties without procrastination; is aware of and utilizes available information concerning potential or actual problems in an assigned area and adjusts work patterns to maximize availability; makes decisions and takes action based on those decisions; admits mistakes and learns from them; is able to solve everyday problems; requires moderate supervision

Outstanding Level

Willingly accepts and completes assigned tasks in a timely fashion; seeks out advanced assignments and works beyond normal assigned duties; anticipates activities; maintains a level of availability and is able to respond as needed; is proactive in monitoring the inmates for rule violations; constantly makes productive use of unassigned time; displays confidence in his/her abilities and decisions; makes good, quick decisions and follows up without hesitation or doubt; solves difficult problems without delay; requires little supervision

Use of Sound Judgment

Training Objectives

The trainee should be able to evaluate a situation, establish priorities, and select a proper course of action. Decisions he/she makes are based on knowledge gained from Policy and Procedure, Title 15, Penal Code, sound judgment, and past learning experiences. The trainee should be able to look at the whole picture and determine how his/her decision will affect other areas before following through.

Unacceptable Level

Unable to handle post assignments without constant supervision; acts without thinking a situation through; indecisive, naïve, haphazard, inconsistent, and immature in decision making abilities; chooses to act on a minor priority while overlooking a major one; unable to prioritize events or goals; relies on others to make decisions for him/her

Standard Level

Makes proper decisions based on knowledge and experience; has the ability to use sound judgment when making decisions; has good perception and ability to make own decisions without relying on others; is able to prioritize events and act accordingly; does not make snap decisions without getting all the facts

Outstanding Level

Has excellent perception in foreseeing problems and arriving at solutions expeditiously; routinely anticipates assignments and prepares a plan of action in advance; prioritizes tasks while maintaining control of current situations

Acceptance of Criticism

Training Objectives

The trainee will learn to accept constructive criticism and put the criticism to use in improving their performance.

Unacceptable Level

Does not accept criticism of job performance; rationalizes errors; argues with JTO or supervisor about criticism; does not apply criticism to improving job performance; continues with substandard performance

Standard Level

Accepts constructive criticism and improves performance; accepts mistakes and learns from them; does not continue to make the same errors

Outstanding Level

Actively solicits constructive feedback on job performance; applies feedback on a daily basis to improve performance

Attitude Toward Inmates

Training Objectives

The trainee will have the ability to converse with inmates and interact with them in a professional manner. The trainee will be objective and straightforward and interact with inmates in a way that is neither hostile nor patronizing. The trainee will maintain a professional distance from inmates and will not let his/her judgment be influenced by crimes the inmate has committed or other factors.

Unacceptable Level

Abuses authority; exhibits hostility or undue sympathy towards inmates; is prejudiced; shows favoritism, pity or contempt; becomes inappropriately involved with inmates; develops private relationships with inmates; is abrupt, over-assertive, belligerent, introverted or non-communicative with inmates; discusses other staff members with inmates

Standard Level

Maintains a professional demeanor at all times when dealing with inmates; treats inmates fairly and equally; keeps self above reproach

Outstanding Level

Understands inmate attitudes and behaviors and uses that knowledge to facilitate appropriate inmate relations; behaves in an exceptional manner that facilitates effective communication; promotes inmate compliance with facility rules; maintains high standards of professional conduct

Self-Confidence and Command Presence

Training Objectives

The trainee will be able to convey the image of taking charge of a situation without being overly aggressive or heavy handed. The trainee will exhibit a self-confident attitude in his/her duties by being alert and professional in appearance.

Unacceptable Level

Appears to be nervous, lacking in confidence, confused and/or afraid; appears disinterested or lazy; is “badge heavy,” and/or overbearing; is not alert and professional

Standard Level

Maintains an alert and professional demeanor; is confident in his/her actions and is in control

Outstanding Level

Is the consummate professional; is highly confident and inspires confidence in others

Relationship with JTO

Training Objectives

The trainee will show a willingness to respond to the JTO's training and suggestions. The trainee will exhibit a positive attitude toward the JTO and the JTO Program. The trainee will treat the JTO with respect and show maturity and the willingness to improve his/her performance when given constructive criticism.

Unacceptable Level

Resists the JTO's effort to teach and train; argues with the JTO on performance and policy issues; fails to treat the JTO with respect; resists developing a good working relationship with the JTO; reacts to criticism negatively by arguing, rationalizing, and refusing to correct unacceptable behaviors; does not follow the chain of command; is insubordinate; insults or gossips about the JTO

Standard Level

Accepts the training techniques of the JTO; responds to criticism by improving his/her performance; treats the JTO with respect; develops a good working relationship with the JTO; accepts constructive criticism in a positive manner and applies it to further learning

Outstanding Level

Makes extra effort to take advantage of the JTO's training and skills by actively watching and listening to the JTO; expresses an active interest in the JTO Program and learning from the JTO; always exhibits a positive attitude toward the JTO; develops an outstanding working relationship with the JTO; solicits feedback to improve performance and takes responsibility for his/her actions

Relationship with Co-Workers and Supervisors

Training Objectives

The trainee will exhibit a spirit of cooperation and friendly demeanor when dealing with his/her co-workers and supervisors. The trainee will see himself/herself as part of a team and will demonstrate teamwork on the job. He/she will show respect to supervisors and a willingness to follow orders without question. The trainee will always follow the chain of command.

Unacceptable Level

Is insubordinate; gossips about or belittles co-workers or supervisors; considers himself/herself to be superior to co-workers and supervisors; does not work as a supportive team member; is openly critical of decisions by supervisors or administrators

Standard Level

Has good peer relationships with co-workers; is respectful to supervisors and adheres to the chain of command; demonstrates the ability to be a supportive team member; has a positive attitude about the JTO Program and Corrections in general

Outstanding Level

Is a leader in his/her peer group; actively assists co-workers; maintains excellent working relationships with other staff members and supervisors; understands administrative decisions and respects and supports them

Performance Under Stress

Training Objectives

The trainee will remain composed and maintain control of himself/herself when faced with stressful, unusual, emergency, or high risk situations.

Unacceptable Level

Becomes emotional, panic-stricken, confused, hesitant, fearful, overwhelmed, or unable to function; cannot make a decision to act, does not act, overreacts, or underreacts; makes inappropriate decisions based on the circumstances; compromises officer safety; lacks command presence; cannot work through or resolve problems without assistance from the JTO

Standard Level

Able to stay calm and demonstrates self-control; adapts to stressful situations without significant problems; can apply previous training and experience to stressful situations and work towards an appropriate solution; maintains good officer safety techniques

Outstanding Level

Uses excellent judgment and decision making when dealing with a stressful situation; readily uses information from past training and experience to deal with stressful situations with little or no assistance; displays excellent self-control, command presence, and officer safety; stays calm and takes control of the situation from start to finish

Ability to Adapt to New Situations

Training Objectives

The trainees will develop the ability to use past experience and training to choose the proper course of action in new situations. The trainee will be able to adapt to new challenges without fear or hesitation.

Unacceptable Level

Becomes confused as to what actions to take; unable to set priorities; unable to apply previous training and experience to new situations; cannot resolve problems on his/her own and the JTO must intercede; unable or unwilling to change; displays overly critical or disruptive behavior when confronted with new situations

Standard Level

Able to handle new or unfamiliar situations in a manner that is consistent with previous training, policy and procedures, and good officer safety; adapts to change without significant problems; has the ability to use past learning experiences to solve problems

Outstanding Level

Uses excellent judgment when dealing with unfamiliar situations; is readily able to pull information from past training and experience and handle situations with little or no assistance; always takes a logical course of action when dealing with new situations and acts without hesitation or confusion

Verbal Control of Conflict

Training Objectives

The trainee will be able to use voice commands, when appropriate, to control situations.

Unacceptable Level

Unable to use voice commands to control conflict situations; uses improper voice commands, i.e. speaks too loudly, too softly, too harshly; uses the wrong choice of words for a situation; is indecisive or is confusing when giving commands; exhibits poor officer bearing; fails to use voice control when appropriate

Standard Level

Able to control conflict using proper voice commands; speaks with authority; is able to deescalate a situation as appropriate

Outstanding Level

Able to maintain complete control of situations through the use of good voice commands; brings control to a potentially hazardous or volatile situation through the exceptional use of voice commands, voice modulation, and proper word choice; projects an excellent command bearing, using body language and appearance

Physical Control of Conflict

Training Objectives

The trainee will be able to use control holds or physical force when appropriate, to control situations.

Unacceptable Level

Uses too little or too much force for the given situation; is physically unable to perform the task; uses control holds incorrectly; jeopardizes officer safety due to inappropriate, improper, or failure to use physical controls; does not use proper restraints or is unable to properly use restraints; fails to engage when appropriate

Standard Level

Obtains and maintains control through the use of the proper degree of force for the given situation; uses control holds in a correct manner; uses restraints effectively; officer safety is not compromised

Outstanding Level

Extremely adept in the proper use of force for the given situation; is proficient at the use of control holds and restraints; maintains good officer safety at all times when using physical controls

Training Phase Checklists

The pages in this section contain checklists for the various phases and locations to which the trainee will be assigned during the JTO Program. After instruction is provided for each item on the checklists, the JTO and the trainee will write their initials and the date under the *INSTRUCTED* column. Instruction may be in the form of explanations, demonstrations, practical or tabletop exercises, assignments, or other similar methods. Later in the phase or program, when the JTO is satisfied that the trainee has demonstrated proficiency, the JTO and trainee will date and initial each item under the *APPLIED* column. Demonstration of proficiency may be in the form of practical application, explanations, tabletop exercises, successful answers to verbal or written quizzes, or other similar methods. By the end of the JTO Program, all items in each checklist should be signed off in both the *INSTRUCTED* and *APPLIED* columns.

The following checklists are included in this manual:

- General / Global Policies
- Intake
- Intake Classification (Overview)
- General Housing – New Maguire, Old Maguire, and Medical areas
- Special Housing / Administrative Segregation
- Rover
- Central Control
- Releases (Overview)
- Front Lobby (Overview) – This optional training may also be provided after completion of the regular JTO Program, depending on needs and assignments

General / Global Policies

GENERAL / GLOBAL POLICIES	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 The officer will be familiar with Policy & Procedures 5.07 – Direct Supervision of Housing Modules				
2 The officer will be familiar with Policy & Procedures 5.21 – Inmate Count				
3 The officer will be familiar with Policy & Procedures 6.03 – Disciplinary Procedures				
4 The officer will be familiar with Policy & Procedures 6.04 – Inmate Incident / Injury Reports				
5 The officer will be familiar with Policy & Procedures 6.05 – Inmate Rules				
6 The officer will be familiar with the <i>Inmate Rules, Regulations & General Information</i> booklet				
7 The officer will be familiar with Policy & Procedures 6.06 – Inmate Recreation				
8 The officer will be familiar with Policy & Procedures 6.07 – Inmate Workers				
9 The officer will be familiar with Policy & Procedures 6.08 – Inmate Grievance Procedure				
10 The officer will be familiar with Policy & Procedures 6.10 – Use of Force				
11 The officer will be familiar with Policy & Procedures 6.11 – Use of Restraint Devices				

GENERAL / GLOBAL POLICIES	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
12 The officer will be familiar with Policy & Procedures 6.11A – Use of Restraint Chair				
13 The officer will be familiar with Policy & Procedures 6.11B – Use of Body Wrap				
14 The officer will be familiar with Policy & Procedures 6.14 – Civil Prisoners				
15 The officer will be familiar with Policy & Procedures 7.02 – Evacuation and Movement Plan				
16 The officer will be familiar with Policy & Procedures 7.03 – Major Disturbance / Riot				
17 The officer will be familiar with Policy & Procedures 7.04 – Hostage Policy				
18 The officer will be familiar with Policy & Procedures 7.06 – Power Failures				
19 The officer will be familiar with Policy & Procedures 8.02 – Key Control				
20 The officer will be familiar with Policy & Procedures 8.05 – Inmate Movement				
21 The officer will be familiar with Policy & Procedures 8.06 – Inmate Count				
22 The officer will be familiar with Policy & Procedures 8.07 – Housing Area Inspections				

GENERAL / GLOBAL POLICIES	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
23 The officer will be familiar with Policy & Procedures 8.08 – Contraband				
24 The officer will be familiar with Policy & Procedures 8.09 – Inmate Injuries				
25 The officer will be familiar with Policy & Procedures 8.10 – Inmate Death in Custody				
26 The officer will be familiar with Policy & Procedures 8.13 – Security Housing Checks				
27 The officer will be familiar with Policy & Procedures 8.16 – Building Perimeter Inspection				
28 The officer will be familiar with Policy & Procedures 8.18 – Radio Procedures				
29 The officer will be familiar with Policy & Procedures 8.19 – Movement Restrictions				
30 The officer will be familiar with Policy & Procedures 10.04 – Inmate Medical Emergency				
31 The officer will be familiar with Policy & Procedures 10.06 – Suicide Prevention Policy				
32 The officer will be familiar with Policy & Procedures 10.07A – Staff Exposure to Bloodborne Pathogens				
33 The officer will be familiar with Policy & Procedures 12.01 – Inmate Meals				

Intake

INTAKE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 The officer will be familiar with Policy & Procedures 3.01 – Initial Intake Procedure				
2 The officer will be familiar with Policy & Procedures 3.02 – Reception				
3 The officer will be familiar with Policy & Procedures 3.02A – Probable Cause Determination Forms				
4 The officer will be familiar with Policy & Procedures 3.03 – Searches				
5 The officer will be familiar with Policy & Procedures 3.04 – Property / Money Inventory				
6 The officer will be familiar with Policy & Procedures 3.05 – CJIS Booking				
7 The officer will be familiar with Policy & Procedures 3.05A – Rebooking				
8 The officer will be familiar with Policy & Procedures 3.06 – Inmate Photo System				
9 The officer will be familiar with Policy & Procedures 3.07 – Fingerprinting				
10 The officer will be familiar with Policy & Procedures 3.08 – Own Recognizance Interviews				
11 The officer will be familiar with Policy & Procedures 3.09 – Medical Screening				

INTAKE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
12 The officer will be familiar with Policy & Procedures 3.10 – Dressing In				
13 The officer will be familiar with Policy & Procedures 3.11 – Housing				
14 The officer will be familiar with Policy & Procedures 3.12 – Self Surrenders				
15 The officer will be familiar with Policy & Procedures 3.13 – Bail Bond Surrenders				
16 The officer will be familiar with Policy & Procedures 3.13A – Cash Bails / Mandatory IRS Reporting				
17 The officer will be familiar with Policy & Procedures 3.14 – Mass Arrests				
18 The officer will be familiar with Policy & Procedures 3.15 – Notification to Inmates Required to Register Under 290 PC				
19 The officer will be familiar with Policy & Procedures 3.16 – Retrieval of Fluid Samples and Prints under 295-299 PC				
20 The officer will be familiar with Policy & Procedures 3.17 – Mobile Booking Unit				
21 The officer will be familiar with Policy & Procedures 5.11 – Post Orders: Intake/Booking – Deputies/Correctional Officers				
22 Getting briefed by prior shift; briefing next shift				
23 Conducting inmate count				

INTAKE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
24 Inspections: Search, Safety, Holding, Sobering, Lounges, Pre-booking, Medical Screening, Dress-in, Dress-out, Sally port				
25 Area inspections – Safety & Security Checks				
26 Searches – proper techniques, thorough, legalities				
27 Strip Search Form – when items are located				
28 Evaluation of Inmates – Mental / Physical				
29 Observation Logs – Safety, Sobering, Restraint; Sgt. Signature				
30 Telephone Logs				
31 Cell Log Sheets – Safety, Sobering				
32 Medical responsibilities – 4015(b) PC				
33 Proper clothing to be worn				
34 Completing the Intake / Booking Log				
35 Retainable / Non-Retainable Offenses				
36 Warrants, Abstracts, Hits				
37 Juveniles in the facility – Policy 6.15 and 6.15A				
38 Juvenile Warrants				

INTAKE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
39 Parole Violation Hold Form				
40 Booking Sheet – Complete, legible				
41 Property Inventory – Clothing, Money, etc.				
42 Signatures and Fingerprint				
43 Money Envelope				
44 Creating an Inmate Jacket				
45 Paperwork for O.R. and Records				
46 "Return to Edicon"				
47 Operation of Mug Shot Computer and Camera <ul style="list-style-type: none"> • Entering information • Taking photos • Photographing / Describing Tattoos • Fingerprint • Printing pages for Inmate Jackets 				
48 Facial Recognition Software				
49 Processing Armbands				
50 Fingerprint Machine <ul style="list-style-type: none"> • Entering information • Rolling fingerprints • Rolling palm prints 				
51 Cal-ID's				

INTAKE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
52 Booking in CJIS <ul style="list-style-type: none"> • Searching for Inmate / Adding • Adding correct charges 				
53 Inmate Phones <ul style="list-style-type: none"> • Local calls, collect calls, no calls to cell phones • Turning on/off phones 				
54 Dress In and Dress Out Rooms				
55 Special Housing <ul style="list-style-type: none"> • Sobering Cell – Policy 6.13 • Safety Cell – Policy 6.12 • Reports 				
56 Release / Detention Certificate				
57 O.R. Denial Request Form				
58 Violent Crime Notification Form				
59 821 / 822 PC – Arrest for misdemeanor / felony in another county				
60 40304.5 VC – Arrest for parking citations / traffic infractions				
61 849(b) PC Form – Detention / Release				
62 851.5 PC – Right to make phone calls				
63 Diplomatic Immunity / Consular Notification				
64 Bail Bonds / Bounty Hunter Arrests				

INTAKE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
65 Self Surrenders				
66 Court Ordered Booking				
67 Transportation Runs (arrivals)				
68 Attorney / Bail Visiting Room (by Cashier's office)				
69 Evacuation Procedures				
70 Intake Log Book				
71 Food Service				
72 Control Board				
73 Emergency "mushroom" buttons				

Comments: _____

Intake Classification (Overview)

INTAKE CLASSIFICATION (OVERVIEW)	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 Classification Codes				
2 Classification and Housing Considerations <ul style="list-style-type: none"> • Prior history • Gang affiliation / validation • Booking charges • Medical & FMH recommendations • Special needs 				
3 Inmate interviews				
4 Dressing in inmates				
5 Movements to housing units				
6 The officer will be familiar with Policy & Procedures 3.10 – Inmate Dress-in				
7 The officer will be familiar with Policy & Procedures 5.22 – Intake Classification Officer				
8 The officer will be familiar with Policy & Procedures 6.01 – Housing and Pod Assignments				
9 The officer will be familiar with Policy & Procedures 8.05(II)(A)(1, 2, and 3) – Inmate Movement				
10 Facility count				

Comments: _____

General Housing – New Maguire

GENERAL HOUSING – NEW MAGUIRE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 Count and Inspection <ul style="list-style-type: none"> • Individual Cells / Inmates • Day Room, Multi-use Room, Rec Yard, Visit Rooms 				
2 Log Book				
3 Movement Cards (Hard Cards)				
4 Cell Searches – Techniques, Methods, Thoroughness				
5 Control Board / Deputy Station <ul style="list-style-type: none"> • Door Releases • Intercoms • Power Control • Emergency Shutdown • Water Shut-off • Supplies / Equipment / Drawer 				
6 Recreation Period <ul style="list-style-type: none"> • Instructions / Announcements • Number of Inmates / Wall Sections • Proper Clothing & Arm Bands • Showers/Telephones/Television/Games/Hair Care • Indoor vs. Outdoor • Length of Period / Warning Announcement 				
7 Safety & Security Checks				
8 Pod Keys				
9 New Housings <ul style="list-style-type: none"> • CJIS • Orientation 				

GENERAL HOUSING – NEW MAGUIRE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
10 Re-housings to other pods <ul style="list-style-type: none"> • Movements 				
11 Visits <ul style="list-style-type: none"> • CJIS • Security Concerns When Moving • Lock Doors • Attorney Visits / Use of Paper Pass 				
12 Inmate Mail Procedures				
13 Meal Service <ul style="list-style-type: none"> • Number of Inmates / Wall Sections • Distribution / Collection Process • Proper Clothing / Arm Bands 				
14 Pod Workers				
15 Multi-Purpose Room				
16 Plumbing Chases				
17 Laundry Exchange				
18 Razors				
19 Pill Call				
20 Inmate Request Forms				
21 Civil Inmates – housing, meals, recreation, showers				

GENERAL HOUSING – NEW MAGUIRE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
22 County vs. State Inmates <ul style="list-style-type: none"> • Inmate classification • Housing considerations 				
23 Suicide Risk Inmates <ul style="list-style-type: none"> • Housing Locations • Safety Checks 				
24 Commissary Procedures				
25 Evacuation Box location (flex cuffs, etc.)				
26 Pod Evacuation Procedures <ul style="list-style-type: none"> • Equipment / Movement Cards • Inmate Considerations / Planning • Instructions • Inmate Security / Cuffing / Movement • Route • Communication with Central Control / ERT 				
27 Fire Extinguisher / Fire Hose locations				
28 Self-Contained Breathing Apparatus locations				

Comments: _____

General Housing – Old Maguire

GENERAL HOUSING – OLD MAGUIRE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 Count and Inspection <ul style="list-style-type: none"> • Tanks • Inmates • Day Rooms, Multi-use Room, Visit Rooms 				
2 Log Book				
3 Movement Cards (Hard Cards)				
4 Tank Searches – Techniques, Methods, Thoroughness				
5 Control Board / Deputy Station <ul style="list-style-type: none"> • Door Releases • Intercoms • Security Monitors • Power / Television Control • Telephone Control • Supplies / Equipment 				
6 Recreation Period <ul style="list-style-type: none"> • Instructions / Announcements • Number of Inmates / Tanks • Proper Clothing & Arm Bands • Games / Hair Care • Indoor vs. Outdoor • Length of Period / Warning Announcement 				
7 Safety & Security Checks				
8 Pod Keys				
9 New Housings <ul style="list-style-type: none"> • CJIS • Orientation 				

GENERAL HOUSING – OLD MAGUIRE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
10 Re-housings to other pods <ul style="list-style-type: none"> • Movements 				
11 Visits <ul style="list-style-type: none"> • CJIS • Security Concerns • Attorney Visit Room (use Contact Visit instead) 				
12 Inmate Mail Procedures				
13 Meal Service <ul style="list-style-type: none"> • Number of Inmates / Tanks • Distribution / Collection Process • Proper Clothing / Arm Bands 				
14 Pod Workers / “House Mouse”				
15 Multi-Purpose Room				
16 Utility Closets				
17 Laundry Exchange				
18 Razors				
19 Pill Call				
20 Inmate Request Forms				
21 County vs. State Inmates <ul style="list-style-type: none"> • Inmate classification • Housing considerations 				

GENERAL HOUSING – OLD MAGUIRE	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
22 Commissary Procedures				
23 Evacuation Box location (flex cuffs, etc.)				
24 Pod Evacuation Procedures <ul style="list-style-type: none"> • Equipment / Movement Cards • Inmate Considerations / Planning • Instructions • Inmate Security / Cuffing / Movement • Route • Communication with Central Control / ERT 				
25 Fire Extinguisher / Fire Hose locations				
26 Self-Contained Breathing Apparatus locations				

Comments: _____

General Housing – Medical

GENERAL HOUSING – MEDICAL	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 Count and Inspection <ul style="list-style-type: none"> • Rooms / Inmates • Day Rooms, Rec Yard, Visit Rooms 				
2 Log Book				
3 Movement Cards (Hard Cards)				
4 Room Searches – Techniques, Methods, Thoroughness				
5 Control Board / Deputy Station <ul style="list-style-type: none"> • Door Releases • Intercoms • Power / Television / Telephone Control • Security Monitors • Supplies / Equipment / Storage Room 				
6 Recreation Period <ul style="list-style-type: none"> • Instructions / Announcements • Number of Inmates / Rooms • Proper Clothing & Arm Bands • Showers/Telephones/Television/Games/Hair Care • Indoor vs. Outdoor • Length of Period / Warning Announcement 				
7 Safety & Security Checks				
8 Pod Keys				
9 New Housings <ul style="list-style-type: none"> • CJIS • Orientation 				

GENERAL HOUSING – MEDICAL	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
10 Re-housings to other pods <ul style="list-style-type: none"> • Movements 				
11 Male – Female Contact Considerations				
12 Visits <ul style="list-style-type: none"> • CJIS • Security Concerns When Moving to Visit Room • Location of and Access to Visit Room 				
13 Inmate Mail Procedures				
14 Meal Service <ul style="list-style-type: none"> • Number of Inmates / Rooms • Distribution / Collection Process • Proper Clothing / Arm Bands 				
15 Pod Workers				
16 Day Rooms				
17 Plumbing Chases / Utility Closets				
18 Laundry Exchange				
19 Razors				
20 Pill Call				
21 Inmate Request Forms				

GENERAL HOUSING – MEDICAL	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
22 Suicide Risk Inmates <ul style="list-style-type: none"> • Housing Locations • Safety Checks 				
23 Quarantine / Negative Airflow Rooms				
24 Commissary Procedures				
25 Evacuation Box location (flex cuffs, etc.)				
26 Pod Evacuation Procedures <ul style="list-style-type: none"> • Equipment / Movement Cards • Inmate Considerations / Planning • Instructions • Inmate Security / Cuffing / Movement • Route • Communication with Central Control / ERT 				
27 Fire Extinguisher / Fire Hose locations				
28 Self-Contained Breathing Apparatus locations				

Comments: _____

Special Housing – Administrative Segregation

SPECIAL HOUSING – AD-SEG	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 The officer will be familiar with Policy & Procedures 5.08 – Administrative Segregation				
2 The officer will be familiar with Policy & Procedures 6.02 – Maximum Security Segregation (Ad/Seg)				
3 The officer will be familiar with Policy & Procedures 6.09 – Mentally / Developmentally Disabled Inmates				
4 The officer will be familiar with Policy & Procedures 6.16 – Safety Management Plan				
5 The officer will be familiar with Policy & Procedures 8.05 – Inmate Movement				
6 The officer will be familiar with Policy & Procedures 12.01(III)(H) – Inmate Meals				
7 Application of Title 15 Minimums to the Ad-Seg Housing Units				
8 Count and Inspection <ul style="list-style-type: none"> • Individual Cells / Inmates • 3-West: Day Rooms, Rec Yard, Visit Rooms, Law Library • 3-East and SCPOD: Day Room, Multi-use Room, Rec Yard, Visit Rooms 				
9 Log Book				
10 Movement Cards (Hard Cards)				
11 Cell Searches – Techniques, Methods, Thoroughness <ul style="list-style-type: none"> • Inmate Security Considerations 				

SPECIAL HOUSING – AD-SEG	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
12 Control Board / Deputy Station / Tower <ul style="list-style-type: none"> • Door Releases • Intercoms • Power Control • Emergency Shutdown • Water Shut-off • Supplies / Equipment / Drawer • Necessity to always have staff in the Tower 				
13 Recreation Period <ul style="list-style-type: none"> • Instructions / Announcements • Number of Inmates • Proper Clothing & Arm Bands • Showers/Telephones/Television/Games/Hair Care • Indoor vs. Outdoor • Length of Period / Warning Announcement 				
14 Safety & Security Checks				
15 Pod Keys				
16 New Housings <ul style="list-style-type: none"> • CJIS • Orientation • 3-West: Criteria for A, B, C Sides 				
17 Re-housings to other pods <ul style="list-style-type: none"> • Movements 				
18 Visits <ul style="list-style-type: none"> • CJIS • Security Concerns When Moving • Lock Doors • Attorney Visits / Use of Paper Pass 				
19 Inmate Mail Procedures				

SPECIAL HOUSING – AD-SEG	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
20 Meal Service <ul style="list-style-type: none"> • Number of Inmates / Wall Sections • Distribution / Collection Process <ul style="list-style-type: none"> ○ Day Room, Cells • Proper Clothing / Arm Bands 				
21 Pod Workers <ul style="list-style-type: none"> • From the pod or from the Choices Program 				
22 Multi-Purpose Room (3-East and SCPOD)				
23 Plumbing Chases				
24 Laundry Exchange				
25 Razors				
26 Pill Call				
27 Inmate Request Forms				
28 County vs. State Inmates <ul style="list-style-type: none"> • Inmate classification • Housing considerations 				
29 Suicide Risk Inmates <ul style="list-style-type: none"> • Housing Locations • Safety Checks 				
30 Commissary Procedures				
31 Evacuation Box location (flex cuffs, etc.)				

SPECIAL HOUSING – AD-SEG	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
32 Pod Evacuation Procedures <ul style="list-style-type: none">• Equipment / Movement Cards• Inmate Considerations / Planning• Instructions• Inmate Security / Cuffing / Movement• Route• Communication with Central Control / ERT				
33 Fire Extinguisher / Fire Hose locations				
34 Self-Contained Breathing Apparatus locations				

Comments: _____

Rover

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 The officer will be familiar with Policy & Procedures 5.09 – Rover Staff				
2 The officer will be familiar with Policy & Procedures 5.09A – MCF Lobby Rover				
3 The officer will be familiar with Policy & Procedures 7.01 – Fire Procedures / Equipment Location				
4 The officer will be familiar with Policy & Procedures 7.05 – Alarms / Response to Alarms				

FACILITY ORIENTATION - BASEMENT

5 Electrical Room				
6 Generator Room				
7 Dryer Filters				
8 Mechanical Room				
9 Stairwell 1				
10 Stairwell 2				
11 Stairwell 3				
12 Staff / Non-secure areas				
13 Fire Alarm Control Panel				

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
14 Elevators				

FACILITY ORIENTATION – FIRST FLOOR

15 Vehicle Sally Port				
16 Delivery Sally Port				
17 Gas Shut-off Valve				
18 All Ground Floor Entrances / Exits				
19 Communication Closets				
20 Staiwell 1				
21 Stairwell 2				
22 Stairwell 3				
23 Fire Alarm Control Panel				
24 Contact Visit Rooms				
25 Transportation Holding Cell				
26 Mechanical Room / Maintenance Supply Room				
27 Old Maguire – Entrances / Exits				
28 Old Maguire – East Elevator (Kitchen)				

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
29 Old Maguire – West Elevator (Visiting)				
30 Old Maguire – East Stairway				
31 Old Maguire – West Stairway				
32 Old Maguire – Administration Wing				

FACILITY ORIENTATION – SECOND FLOOR

33 2-West: Visiting Areas				
34 Stairwell 1				
35 Stairwell 2				
36 Stairwell 3				
37 Fire Alarm Control Panel				
38 Overflow Housing Unit				
39 Medical Office Areas				
40 Old Maguire – Visiting Areas				
41 Old Maguire – Stairwells				
42 Old Maguire – Elevators				

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit

FACILITY ORIENTATION – THIRD FLOOR

43 Law Library				
44 Stairwell 1				
45 Stairwell 2				
46 Circuit Breakers				
47 Fire Alarm Control Panel				
48 Water Shut-off Valves (East / West)				
49 Old Maguire – Visiting Areas				
50 Old Maguire – Stairwells				
51 Old Maguire – Elevators				

FACILITY ORIENTATION – FOURTH FLOOR

52 Stairwell 1				
53 Stairwell 2				
54 Circuit Breakers				
55 Fire Alarm Control Panel				
56 Water Shut-off Valves (East / West)				

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
57 Bridge				
58 Paint / Storage Room				
58 4A Holding Area				
59 Transportation Office				
60 Hall of Justice				

FACILITY ORIENTATION – FIFTH FLOOR

61 Stairwell 1				
62 Stairwell 2				
63 Circuit Breakers				
64 Fire Alarm Control Panel				
65 Water Shut-off Valves (East / West)				

FACILITY ORIENTATION – SIXTH FLOOR

66 Stairwell 1				
67 Stairwell 2				
68 Circuit Breakers				
69 Fire Alarm Control Panel				

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
70 Water Shut-off Valves (East / West)				

FACILITY ORIENTATION – PENTHOUSE

71 Stairwell 1				
72 Access to East Roof				
73 Access to West Roof				
74 Elevator Mechanical Room				

KEY KNOWLEDGE

75 A1 Key				
76 A2 Key				
77 A3 Key				
78 HC1 Key				
79 FP Key				
80 SE3 / SE4 Keys				
81 CM2 Key				
82 EM Key				
83 WM Key				

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
84 CM1 Key				
85 Fire Ring and Maintenance Keys				

ROVER DUTIES

86 Differences between Rover 1, Rover 3, and other Rovers				
87 Quarter-Master Duties				
88 WCC Transports – New Housings and Releases				
89 Joint Run				
90 Evacuation Procedures – Inmates				
91 Evacuation Procedures – Public				
92 Elevator Reset				
93 Pod / Staff Relief				
94 Perimeter Checks				
95 Inmate Movements – New Housings and Releases				
96 Inmate Movements – Contact Visits				
97 Medical Transports				
98 Code Blue				

ROVER	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
99 Pod Disturbances				
100 Code Red				
101 Public Escorts – Maintenance / Repairs				
102 Kitchen Detail				
103 Courts (Dayshift Rovers)				
104 Mail Delivery				
105 Report Copying / Delivery / Jacket Filing				
106 Shake-downs				
107 CTC Transport (Deputies)				

Comments: _____

Central Control

CENTRAL CONTROL	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 The officer will be familiar with Policy & Procedures 1.05 – Public Information Policy				
2 The officer will be familiar with Policy & Procedures 5.06 – Central Control				
3 The officer will be familiar with Policy & Procedures 8.01 – Facility Access				
4 The officer will be familiar with Policy & Procedures 8.03 – Vendor and Supply Delivery				

CENTRAL CONTROL DUTIES

5 Facility security and access				
6 Monitor systems and track staff & inmates				
7 Dispatch Rovers				
8 Maintain Log Book				
9 Telephones <ul style="list-style-type: none"> • Public Information • Transferring Calls • Messages 				
10 Plan and assign relief in the event of ERT Activations				
11 Medical Situations <ul style="list-style-type: none"> • Advising / Alerting Code Blue • Requesting Ambulance (Emergency / Non-emergency) 				

CENTRAL CONTROL	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
12 Vendor Deliveries & Pick-ups				
13 Maintenance Contact Numbers				
14 Staff Contact Numbers				
15 Key Control <ul style="list-style-type: none"> • Maintenance / ERT / Fire • Key Logs • Gun Locker Keys 				
16 Johnson Controls Repair Board				
17 Emergency Situations <ul style="list-style-type: none"> • Incident Command System • Command Center / Staging Area • Magnetic Boards • Fire Radios • Firefighter Phone Jacks 				

STATION 1 – EXTERIOR CONTROLS

18 Intake Vehicle Sally Port				
19 Delivery Sally Port				
20 Loading Dock East / West				
21 Staff Door				
22 Administration				
23 Visiting Door – Old Maguire				

CENTRAL CONTROL	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
24 Booking Sally Port				
25 Room Intercoms				
26 Paging Zones				
27 Radio Communication / Etiquette				
28 Radio Computer Functions <ul style="list-style-type: none"> • Different Channels / Switching • Grouping • Emergency Tone 				
29 Radio Logon Procedures				
30 Facility Paging System				
31 Emergency Intercom Panel				
32 Light Switch Panel				

STATION 2 – INTERIOR CONTROLS

33 Pod Doors				
34 Staff Area Doors				
35 Transfer Corridor – 4 th Floor				
36 Bridge to HOJ				
37 Booking / Release Corridor				

CENTRAL CONTROL	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
38 Central Control North / South				
39 Releases Corridor				
40 Dress-Out Rooms				
41 Transportation Holding				
42 Trans Out				
43 Elevator Control Panel <ul style="list-style-type: none"> • Security Mode • Auto / Swing Service • On / Off Floor Access • Intercom Operation • Reset Procedures 				

REAR CONTROL BOARD

44 Panel Familiarization				
45 Stairwell 1, 2, 3 Access				
46 New Maguire Recreation Yards – East / West				
47 New Maguire Pod Entrance Doors – East / West				
48 Emergency Door Operations				
49 Door Alarms and Acknowledgements				
50 Panel Resets				

CENTRAL CONTROL	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
51 Interlock Override				

OTHER SYSTEMS

52 Intercoms				
53 Fire Alarm System – Types of Alarms <ul style="list-style-type: none"> • Fire • Security • Trouble 				
54 Fire Alarm System – Acknowledge and Silence				
55 Fire System Components <ul style="list-style-type: none"> • Computer • Main Control Panel • CPU (Downstairs) • Damper Control Panel • Printer 				
56 Fire Pump Alarm				
57 Generator Alarm				
58 Air System Alarm				
59 Electrical Room Water Alarm				
60 Sewage Overflow Alarm				
61 Carbon Monoxide Alarm				

Comments: _____

Releases (Overview)

RELEASES (OVERVIEW)	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 The officer will be familiar with Policy & Procedures 4.01 – Inmate Release Process				
2 The officer will be familiar with Policy & Procedures 4.02 – Release on Bail / Own Recognizance / 849 PC				
3 The officer will be familiar with Policy & Procedures 4.03 – Release to Other Agencies				
4 The officer will be familiar with Policy & Procedures 4.04 – Transportation to the California Department of Corrections				
5 The officer will be familiar with Policy & Procedures 4.05 – Transfer to Other Facilities				
6 The officer will be familiar with Policy & Procedures 4.06 – Passes				
7 The officer will be familiar with Policy & Procedures 4.07 – Escapes				
8 The officer will be familiar with Policy & Procedures 4.08 – County Parole				
9 The officer will be familiar with Policy & Procedures 4.09 – Release on Inmate Speaker				
10 The officer will be familiar with Policy & Procedures 4.10 – ICE Holds				
11 The officer will be familiar with Policy & Procedures 5.13 – Release – Deputies / Correctional Officers				

RELEASES (OVERVIEW)	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
12 The officer will be familiar with Policy & Procedures 5.14 – Releases – Legal Office Specialist				
13 Handling Property – New Housings				
14 Handling Property – Releases				
15 Citations / PTA's				
16 Dressing Out				
17 Processing an Inmate Release (Bail, Court, Time Served, Citation / PTA)				
18 Victim Notifications				
19 FMH Alerts				
20 Medical Alerts				

Comments: _____

Front Lobby (Overview)

FRONT LOBBY (OVERVIEW)	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
1 The officer will be familiar with Policy & Procedures 5-09A – MCF Lobby Rover				
2 The officer will be familiar with Policy & Procedures 8.01 – Facility Access				
3 The officer will be familiar with Policy & Procedures 8.15 – Facility Visitors				
4 The officer will be familiar with Policy & Procedures 8.16 – Building Perimeter Inspection				
5 The officer will be familiar with Policy & Procedures 13.01 – Regular Family Visiting				
6 The officer will be familiar with Policy & Procedures 13.02 – Attorney and Official Visiting / Interviews				
7 The officer will be familiar with Policy & Procedures 13.04 – Inmate Mail				
8 Passdown from prior shift				
9 Area Inspection <ul style="list-style-type: none"> • Main Lobby Areas (including lockers, restrooms) • Hallways • Entrance area / foyer • Visiting Areas / Visiting Elevators 				
10 Newspaper Retrieval (Day Shift) <ul style="list-style-type: none"> • Mark papers with inmate location • Give to a Rover for delivery 				

FRONT LOBBY (OVERVIEW)	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
11 Mail Sorting <ul style="list-style-type: none"> • Sort by Pods • Screen by K9 if available • Collect 'Return to Pod' mail from Landing • Deliver to pods after Lobby closes 				
12 No Contact Orders / Index Cards <ul style="list-style-type: none"> • Receive Restraining Order Info from Booking LOS • Edit or Create New Index Card • File Documentation in Binder 				
13 Alphabetical Lists for Service League (Day shift)				
14 Sharepoint Computer Logs – MCF Lobby <ul style="list-style-type: none"> • Jail Clearance • Medical Clearance • Attorney Requests • Denied Visits 				
15 Attorney / Legal / Officials Visiting Logs				
16 Visitor Sign-in Log <ul style="list-style-type: none"> • Check ID, No Contact Cards, Denied Visits Log, Loss of Visits Binder • Hand Stamp • Housing Unit Ticket 				
17 Visitor Entry into CJIS <ul style="list-style-type: none"> • IMADDVST • IMMNTVST 				
18 Visitor Rules – Announcements <ul style="list-style-type: none"> • Dress Code • Behavior • Sign-up Procedures 				

FRONT LOBBY (OVERVIEW)	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
19 Visitor Entry / Searches <ul style="list-style-type: none"> • Walk-through / Handheld Metal Detectors • Collect Housing Unit Ticket 				
20 Lockers				
21 Contact Visits <ul style="list-style-type: none"> • Only use CV-1 and CV-2 • Do not use Old Maguire Contact Visit Rooms 				
22 Clear Visits from Facility <ul style="list-style-type: none"> • All visiting rooms cleared at 1600 and 2145 hours 				
23 Self-Surrenders <ul style="list-style-type: none"> • Accept up to 6th day <u>after</u> surrender date (7 days total, including the original surrender date) • Booking Sheet, Property Form, Bag up Property • Turn over to Intake staff 				
24 Warrant Arrests <ul style="list-style-type: none"> • Surrendering on a warrant • Bounty Hunter procedures • Paperwork and Property • Turn over to Intake staff • Crime report 				
25 Receiving Items for an Inmate <ul style="list-style-type: none"> • Medical supplies, prescriptions, glasses, lenses • Get approval from Medical staff • Search with K-9 if possible • Get approval from Sergeant and/or Lieutenant • Bag and label item(s) for the inmate 				
26 Property Releases <ul style="list-style-type: none"> • Retrieve Property Release request form from binder • Verify ID, have person sign form • Enter into CJIS (IMMNTCLO) • Retrieve property bag from Releases • File Property Release form in inmate's jacket 				

FRONT LOBBY (OVERVIEW)	INSTRUCTED		APPLIED	
	JTO	Recruit	JTO	Recruit
27 Vehicle Releases (after 1700 hours & when HOJ is closed) <ul style="list-style-type: none">• Get information from Records• Complete Vehicle Release form (found in <i>Things We All Should Know</i>)• Deliver to Cashier to process the release				
28 Evacuation Procedures				

Comments: _____

APPENDICES

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Appendix A

JAIL TRAINING OFFICER (JTO) PROGRAM CRITIQUE FORM

All JTO Program personnel are determined to provide new employees assigned to San Mateo County Sheriff's Correctional Facilities with an effective training experience. Below is a list of questions pertaining to the training that you received while involved in the JTO Program. The purpose of the form is to present objective feedback to program personnel, which is to be used to improve and enhance the program's effectiveness. Please read each question fully, responding to each honestly and directly. Your candor and comments will be appreciated. One completed, this form should be returned to the JTO Program manager

YES **NO** 1. Did the initial facility tour help you prepare for the JTO Program and were the expectations of the program made clear to you?

Please Comment: _____

YES **NO** 2. Was the length of the JTO Program adequate?

Please Comment: _____

YES **NO** 3. Do you feel that the training that you received in the JTO Program was meaningful in relation to the job that you are now doing?

Please Comment: _____

YES **NO** 4. Were there any areas of training you felt were not adequately covered that should have been included or expanded?

Please Comment: _____

YES **NO** 5. Was the instruction and training provided by the JTOs generally consistent with one another?

Please Comment: _____

Part 2: General Comments

PLEASE PRINT

22) Which part(s) of the phase was MOST valuable to you? Please explain why.

23) Which part(s) of the phase was LEAST valuable to you? Please explain why.

24) Please provide any other comments or suggestions you have for improving this training phase.

25) What other training is most important to you now that you have completed this phase?

